Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
November 22, 2010

Members Present: Vikki Massey (Chair), Bill Brescia, Tonya Brown, Jackie Burchum, Charles Cossar, Paul Gahn, Jeanne Hermann-Petrin and alternate Tricia Page, Dale Jackson, Kent Lee (Chattanooga), Bruce Stiles for La’Keith Miller, Phyllis Richey, Marcia Sharp and Larry Tague for Don Thomason

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Webmaster; Karlene Hopkins for Charlie Brooks, Application Development; Steve Butler, AV and Videoconferencing; Peter Fox, Computing Systems; Jason Holden, Infrastructure and Network Services; Joe Morrison, IT Security

Judy Jefferson Johnson, Meeting Coordinator and Minutes Recorder

Members Absent: Lee Bell, Don Peruski (Knoxville), Linda Risby and Vada Singleton

Guest(s): John Bossier, Safety Officer; Sheila Champlin, Communications and Marketing

Call to Order: Chair Massey called the meeting to order at 9:00 a.m.

Approval of Minutes: Minutes of the October 25, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the October 25, 2010 meeting. CIO Articles, “What It Takes to Be a CIO” and “Leadership: Between Idea and Reality”.

IT Services

➢ IT Assessment. Chair Massey provided the following highlights:
  o The WTC Consultants returned to Campus 11/16–17 and met with the engagement teams. Final report highlights were presented. Feedback was provided and will be included in the report as appropriate. The revised report will be forwarded to the teams by Chair Massey for final review and comments. Additional updates, if any, will be made by 12/3 and delivered to Dr. Ken Brown. He will both share the findings with the Campus and determine how the recommendations will be implemented. These updates will be added to the Assessment website by Chair Massey.

➢ Disaster Recovery Plan. John Bossier, Safety Officer and Emergency Response Coordinator gave an overview of the Campus Disaster Recovery (DR) plan. Life, property and operations are Campus concerns, should a disaster occur. Operations need to be reinforced. Additional highlights included:
  o IT Services DR overview plan has been forwarded to Mr. Bossier. Campus infrastructure and redundancies have been reviewed. Preparation is underway to assess the current status of IT systems and mitigation measures re: loss of service and/or infrastructure, and determine how to address natural planning response and recovery.
  o Offsite storage agreements are in place for institutions to assist each other.
o IT services required by Campus need to be included in the Campus DR plan. Critical applications and timeframes Committee members provided were helpful in developing the recovery timetable. Information from the Campus and IT DR committees will be consolidated into a single response plan. A gap analysis will also be done. This information will be forwarded to Finance and Operations.

Knoxville is the offsite location for UTHSC in case of a major disaster. An offsite plan is being developed. Several options are being considered, including facilities the State may have.

- **Critical Applications.** The list is posted on Blackboard. Updates can be made to it. Additions and changes should be forwarded to Joe Morrison at jmorri24@uthsc.edu.

A review of servers has been done. Measures are being developed to increase recovery delivery. An emergency mode operations plan should be developed by all departments/units.

- **Internet Services.** Satellite feeds are being considered for delivery of internet services. To the question of whether there is a statewide plan in place for all UT campuses, Joe Morrison responded each campus is encouraged to do their own. There are discussions re: needs of each campus.

**Old Business**

- **Revision of Bylaws.** Revisions of Article IV, Sections 1–4 and 6 were briefly overviewed by Chair Massey. Members voted to accept all recommended changes. Updates will be made to the final version of the Bylaws and posted on Blackboard.

- **Refocused Discussion on the CIO Search.** Advanced posting of two CIO articles on Blackboard facilitated discussion on criteria for CIO selection and the search process. To receive adequate feedback from the membership of questions posed, Chair Massey made two suggestions (the first before the meeting)—create subcommittees to address several aspects of the CIO search (11/10/10 email) or create an online survey composed of five questions related to the search. The survey was chosen. Chair Massey will develop the survey and send its URL to members to gather their responses. She will also compile survey results for discussion at the January 24th meeting. It was also suggested that Chair Massey contact Interim CIO, Dr. Ken Brown, to ensure the Committee is heading in the right direction with this initiative. If so, survey feedback will be forwarded to him for his review and comments.

**New Business**

- **Nomination and Election of Vice Chair and Secretary.** Tabled until the next meeting.

- **Discussion of How to Improve Communication Re: IT Initiatives and Projects.** Sheila Champlin, Director of Communications and Marketing and IT Infrastructure Director, Jason Holden, provided highlights of the reasons for the success of the uthsc.edu domain name change initiative and the strategies implemented. (Ms. Champlin’s responses are also posted on Blackboard.) These include the following:
  - **Early communication:** The CIO was instrumental in initiating the request process for the new domain from EDUCAUSE, the domain holder.
  - **The initiative had financial and administrative support of Administration:** A marketing plan and cost analysis were prepared for Administration approval prior to the availability of the uthsc.edu domain.
  - **Advance and continuous external and internal promotional advertising and communication:** Early awareness proved extremely helpful to ease the transition with
commercial ads and various Campus-wide advertisings and communications (Stay Connected display posters, homepage rotator ad, multiple listserv emails, etc.).

- **Planning and coordination:** Mr. Holden was appointed Project Manager. IT Services staff and Ms. Champlin worked together, meeting weekly with set deliverables. Promotional giveaway items at last year’s Employee Day Picnic got the message out very successfully.

- **Set project deadline:** EDUCAUSE set the non-negotiable deadline of six months (the date of acceptance of the new domain to the change-over deadline). The project was planned and implemented within this timeframe.

- **Initiatives by ITS staff:** Certificates for outgoing mail were run. Scripts were created: to auto-change the domain internally from utmem.edu to uthsc.edu and to generate time-interval messages to Campus users re: contacts in their address book who had not updated the email address on them. Users were instructed to include a “new email address” notation in their signature tag line to emphasize to recipients this information.

- **Web Addresses Updates:** Campus web pages were updated by the webmaster using find/replace. Finance and Operations updated the HSC web address on grant and contract renewals.

- **Domain change web page:** Project timeline communication tool for the Campus. It also included among other information FAQs, a countdown clock to emphasize the deadline, and a FYI checklist listing devices/systems/items that required the update.

- **Meetings with various user groups:** Helpful medium in getting the word out to Campus about the change and its impact. The forums generated feedback to ITS.

- **Helpdesk clinics:** For user assistance, these were setup for the convenience of students and other users to reconfigure PDAs, SmartPhones, etc.

- **Notification to affiliates:** Colleges took an active role in notifying their affiliates of the domain name change.

Ms. Champlin reiterated the significance of the domain change: matching the University’s actual identity with its online presence.

In the spirit of sharing ideas and strategies, Ms. Champlin also shared UTHSC tchotchke (promotional items) from Communications and Marketing with the Committee.

**Other Items**

- **Weekend Network Problems.** The Helpdesk should be contacted at 448-2222. After-hour calls are routed to Campus Police who will contact the appropriate IT Services staff member to address network connectivity problems and other emergencies.

- **December Meeting:** Canceled.

With no additional questions or comments, the meeting adjourned at 10:10 A.M. The next meeting will be January 24th.